

CUSTOMER SERVICE ADMINISTRATOR

PURPOSE AND NATURE OF WORK

Position is responsible for formulating and implementing procedures and practices to be used in the collection of revenue for Consolidated Government. Work requires frequent public contact in which interpretations or explanations must be given concerning laws, regulations, and policies which govern the collection of property taxes, paving and sewerage assessments, alcoholic beverage permits, occupational and amusement licenses, refuse collection fees, utility bills and security deposits. Position supervises the Customer Service division. Work is performed with considerable independent initiative and judgment under the general supervision of the Customer and Support Services Manager.

ILLUSTRATIVE EXAMPLES OF WORK (Note: These examples are intended only to illustrate the various types of work performed by incumbents in this class. All of the duties performed by any one incumbent may not be listed, nor does any incumbent necessarily perform all of these duties.)

Formulates and implements procedures and practices to be used in collecting revenue. Allocates responsibility for collecting certain categories of revenue to supervisors who are in charge of sections within the Customer Service division. Provides administrative and supervisory support for the section supervisors. Monitors and evaluates the effectiveness of collection activities; coordinates work assignments within the division to maintain and improve efficiency of operation, and submits reports on the activities of the division as required. Handles any difficult complaints or problems which cannot be resolved by subordinates. Interprets or explains laws, regulations, and policies and procedures governing the collection of the various categories of revenue to the general public and to those individuals with whom problems have arisen. Prepares and justifies budget for the division.

Performs related work as required.

NECESSARY KNOWLEDGE, ABILITIES, AND SKILLS

Thorough knowledge of city-parish laws, rules, regulations, and procedures governing the collection of property taxes, paving and sewerage assessments, alcoholic beverage permits, occupational amusement licenses, refuse collection fees, utility bills, and security deposits.

Considerable knowledge of standard record keeping practices, particularly as applied to revenue collection.

Considerable knowledge of modern office practices, procedures and equipment.

Ability to formulate, organize, and implement procedures and practices to effectively collect revenue and maintain appropriate records.

Ability to prepare, or supervise the preparation of standard reports.

Ability to establish and maintain effective relationships with other employees and the general public.

DESIRABLE TRAINING AND EXPERIENCE

Bachelor's degree in business administration, accounting, or related field, and experience in municipal tax administration or billing and collection operations, including supervisory experience; or any equivalent combination of training and experience.